

APPENDIX B (STATEMENT OF WORK)

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK.....	3
2.0	ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS	4
3.0	QUALITY CONTROL.....	5
4.0	QUALITY ASSURANCE PLAN.....	5
5.0	DEFINITIONS.....	6
6.0	RESPONSIBILITIES.....	7
7.0	HOURS/DAYS OF WORK.....	20
8.0	WORK SCHEDULES	21
9.0	UNSCHEDULED WORK	21
10.0	SPECIFIC WORK REQUIREMENTS	22
11.0	GREEN INITIATIVES	48
12.0	PERFORMANCE REQUIREMENTS SUMMARY.....	49

TABLE OF CONTENTS

ATTACHMENTS

Attachment 1 (Performance Requirements Summary Chart)

Attachment 2 (Subaward Discrepancy Report)

Attachment 3 (Universal Intake Form (UIF))

Attachment 4 (County Recognized Holidays)

Attachment 5 (Quarterly Information Services Reporting Form Example)

Attachment 6 (Emergency and Disaster Plan Basic Requirements)

Attachment 7 (Site Emergency Resource Survey)

Attachment 8 (Community Focal Points List)

Attachment 9 (Case Management Forms)

- SSP-CMF1 Care Management Application and Informed Consent
- SSP-CMP2 Authorization to Release Records
- SSP-CMF3 General Information
- SSP-CMF4 Assessment Summary
- SSP-CMF5 Care Plan
- SSP-CMF6 Arranged Service
- SSP-CMF7 Progress Notes
- SSP-CMF8 Reassessment Summary

Attachment 10 (AAA Service Providers Referrals)

Appendix B (Statement of Work)

Page 2

1.0 SCOPE OF WORK

1.1 Supportive Services Program (SSP) Overview

- 1.1.1 SSP Services as defined in the Older Americans Act (OAA), Title III, Part B, Section 321 include a variety of services to address functional limitations, maintain health (including mental and behavioral health) and independence, and promote access to supportive services such as services provided by an Area Agency on Aging (AAA) (see Appendix A (Sample Subaward), Exhibit P (Definitions)), in conjunction with local transportation service providers, public transportation agencies, and other local government agencies, that result in increased provision of such transportation services for older individuals.
- 1.1.2 SSP Services are to be comprehensive, cost-effective, coordinated with other community-based services, and culturally relevant to Clients to promote Clients' ability to maintain the highest possible levels of function, participation and dignity in their community.
- 1.1.3 SSP Services designed to assist the Clients in avoiding premature or inappropriate institutionalization and to assist Clients in long-term care institutions who are able to return to their communities.

1.2 SSP Statutes and Guidelines

- 1.2.1 Subrecipient shall provide SSP Services as described within this Statement of Work and the terms of the Subaward in accordance with the following Program statutes and guidelines:
 - 1.2.1.1 Older Americans Act reauthorized (OAA) (Title 42 United States Code Sections 3001-3058), which includes the following Program-specific regulations:
 - 1.2.1.1.1 OAA Title III (Grants for State and Community Programs on Aging) Part B (Supportive Services and Senior Centers)
 - 1.2.1.2 Title 22 California Code of Regulations Section 7000 et seq.

- 1.2.1.3 Title 45 Code of Federal Regulations Section 1321 et seq.
- 1.2.1.4 Mello-Granlund Older Californians Act California Welfare and Institutions Code Section 9000 et seq. (OCA)
- 1.2.1.5 California Department of Aging (CDA) Program Memoranda
- 1.2.1.6 County Program Memoranda, Directives, letters, notices, e-mails, and other communications pertaining to Program Services, operations, funding, budgeting, and the like
- 1.2.1.7 Services approved by County as reflected in Appendix A (Sample Subaward), Exhibit X1 (Mandated Program Services for SSP OAA Title III B).

2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

- 2.1 Services must be provided in Los Angeles County geographic areas, excluding the City of Los Angeles. Prior to modifying or terminating a site, or revising hours of Service Delivery (see Appendix A (Sample Subaward), Exhibit P (Definitions)) at a previously designated location(s), and before commencing such Services at any other location, Subrecipient shall obtain written consent from County, and shall comply with Appendix A (Sample Subaward), Subparagraph 8.1 (Amendments) as applicable.
- 2.2 Subrecipient shall inform County in writing and receive written County approval at least sixty (60) days prior to relocation of Subrecipient's office or site location(s). Subrecipient shall ensure that site locations are open to any eligible Clients, are located in areas where there are demonstrated need or documented demand for Services, or where a needs assessment or survey has been conducted. County shall provide a written response within ten (10) business days of receipt of the notification of site locations.
- 2.3 Subrecipient shall include the identity of each designated community focal point as specified in OAA Section 102 (a)(21), 42 USC 3026(a)(3)(A)). Subrecipient shall identify or update the designated focal point site locations, as needed. A list of Community Focal Points is provided in Attachment 8 (Community Focal Points List).
- 2.4 Specific Work Requirements as stated in Section 10.0 (Specific Work Requirements) and work hours shall not be modified or terminated

throughout the entire Subaward term. Should an emergency arise, Subrecipient's request for Service or work hour modifications will be reviewed by County on a case-by-case basis.

3.0 QUALITY CONTROL

3.1 Subrecipient shall establish and utilize a comprehensive Quality Control Plan to assure County a consistently high level of Service throughout the term of the Subaward. The Quality Control Plan shall be submitted to County's Compliance Manager for review every six (6) months or more frequently as imposed by County. The plan shall include, but may not be limited to the following:

3.1.1 Method of monitoring to ensure that Subaward requirements are being met.

3.1.2 A record of all inspections conducted by Subrecipient, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to County upon request.

4.0 QUALITY ASSURANCE PLAN

4.1 County will evaluate Subrecipient's performance under the Subaward using the quality assurance procedures as defined in Appendix A (Sample Subaward), Subparagraph 8.15 (County's Quality Assurance Plan).

4.2 Meetings

4.2.1 Subrecipient shall attend all meetings called by County, or authorized designee. Subrecipient shall be given three (3) to five (5) days advance notice of all scheduled meetings with County. Subrecipient may also be required to attend emergency meetings without the above stated advance notice when necessary.

4.2.2 Subrecipient shall complete a sign-in sheet for face-to-face meetings. A roll call will be taken for meetings attended via WebEx. Penalties will apply for Subrecipient's failure to attend either face-to-face or WebEx meetings pursuant to Attachment 1 (Performance Requirements Summary Chart).

4.2.3 Subrecipient staff shall regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the

Services provided. These meetings may be called by County. Subrecipient may also choose to attend meetings outside of Los Angeles County at Subrecipient's own expense that Subrecipient reasonably deems to be beneficial for the delivery of Client Services, as well as other meetings designated by County.

4.3 SUBAWARD DISCREPANCY REPORT

- 4.3.1 Subrecipient shall immediately notify County's Compliance Manager whenever a Subaward discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon in writing by County and Subrecipient.
- 4.3.2 County's Compliance Manager will determine whether a formal Subaward Discrepancy Report shall be issued. Upon receipt of this document, Subrecipient is required to respond in writing to County's Compliance Manager within five (5) business days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Subaward Discrepancy Report shall be submitted to County's Compliance Manager within five (5) business days (see Attachment 2 (Subaward Discrepancy Report)).

4.4 COUNTY OBSERVATIONS

- 4.4.1 In addition to County's contracting Staff, other County personnel, State representatives and Federal representatives may observe the performance/activities and review documents relevant to this Subaward at any time during normal business hours which are defined as five (5) days per week (Monday through Friday), eight hours per day during the hours of 8:00 a.m. to 5:00 p.m., not including County recognized holidays. A list of County recognized holidays is provided in Attachment 4 (County Recognized Holidays). However, these personnel may not unreasonably interfere with Subrecipient's performance.

4.5 County's Needs Assessment

- 4.5.1 County shall conduct a needs assessment of underserved communities within six (6) months after the commencement of the Subaward to determine whether the needs of the Client are being met.

5.0 DEFINITIONS

- 5.1 For a listing of Definitions for this Program, refer to Appendix A (Sample Subaward), Exhibit P (Definitions).
- 5.2 While Appendix A (Sample Subaward), Exhibit P (Definitions) includes defined terms that may not be specifically referenced in the Subaward, these additional terms are included to reflect a comprehensive and coordinated Service delivery for all AAA programs.

6.0 RESPONSIBILITIES

6.1 COUNTY PERSONNEL

- 6.1.1 County will administer the Subaward according to Appendix A (Sample Subaward), Paragraph 6.0 (Administration of Subaward – County). Specific duties will include:
 - 6.1.1.1 Monitoring Subrecipient's performance in the daily operation of Appendix A (Sample Subaward).
 - 6.1.1.2 Providing direction to Subrecipient in areas relating to policy, information and procedural requirements.
 - 6.1.1.3 Preparing Amendments in accordance with Appendix A (Sample Subaward), Subparagraph 8.1 (Amendments).

6.2 INTENTIONALLY OMITTED

6.3 SUBRECIPIENT'S PERSONNEL

- 6.3.1 Subrecipient shall have a sufficient number of qualified staff to deliver the Service(s) adequately with the appropriate education, experience, and qualifications to carry out the requirements of the SSP. The total number of staff shall be based on the method and level of Services provided, and the size of the service area served by Subrecipient.
- 6.3.2 Subrecipient shall operate continuously throughout the entire term of this Subaward with at least the minimum number of staff set forth herein, as well as any other applicable staffing requirements established by County necessary for Subrecipient to provide Services herein. Such personnel shall meet all qualifications in this Subaward, as well as any provided by County through Subaward Amendments, Administrative Directives, and/or Program Policy

Memorandums.

- 6.3.3 Subrecipient shall ensure that Subrecipient staff is available to all Clients, potential Clients, family member of the Client/Family Caregiver (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and referral sources, as well as to County, on a minimum five-day-a-week (Monday through Friday) basis (not including County recognized holidays). Subrecipient's office shall be open a minimum eight (8) hours per day between the hours of 8:00 a.m. to 5:00 p.m.
- 6.3.4 Subrecipient shall also ensure that live telephone contact with Subrecipient's staff is available to all Clients, family member of the Client (Family Caregiver), referral sources, as well as to County, during Subrecipient's hours of operation. Subrecipient shall also ensure that each Subrecipient site has a telephone answering machine or voice mail in place during off-business hours. Subrecipient's staff shall check and respond to all messages in a timely manner.
- 6.3.5 Subrecipient shall always have an employee with the authority to act on behalf of Subrecipient available during work hours.
- 6.3.6 Multicultural and Multilingual Capabilities of Subrecipient Staff
 - 6.3.6.1 Subrecipient must be committed and sensitive to the delivery of SSP Services that are culturally and linguistically appropriate. To that end, Subrecipient must seek to hire qualified Employees who are multilingual and/or multicultural in order to better reflect the communities served.
 - 6.3.6.2 Subrecipient and its Staff are expected to develop cultural competency and cross-cultural clinical practice skills. Subrecipient must also develop effective linkages with various ethnic, health, and social service agencies for the benefit of Clients to reflect the ethnic and cultural needs of the community being served.
 - 6.3.6.3 To the extent feasible, Subrecipient shall provide Services in the primary/native language of Client or in areas where a significant number of Clients do not speak English as their primary language. Subrecipient shall make efforts to employ individuals and recruit Volunteers who are bilingual or who are fluent in the

dominant languages of the community. Subrecipient shall not require any Client to provide his/her own interpreter.

6.3.7 PROJECT DIRECTOR – Subrecipient staff must include a Project Director.

6.3.7.1 Responsibilities: The Project Director will plan, organize and direct all administrative and Program activities related to the Program. The Project Director will define lines of authority and will develop the roles and parameters of responsibility for Program staff consistent with established County requirements. The Project Director shall have full authority to act on behalf of the Subrecipient on all contract matters relating to the daily operations of this Contract. The Project Director, or their designee, shall be available to County during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday to oversee all the daily activities. In addition, the Project Director shall serve as the coordinator/liaison for AAA funded services, ensuring that any overall communications relevant to AAA services are conveyed to the appropriate personnel. The Project Director must be capable of, and able to take on, the responsibilities of the Project Manager, (if applicable), and/or Case Manager in their absence, should the need present itself.

6.3.7.2 Minimum Education, Experience and Qualifications:

6.3.7.2.1 Bachelor's degree from an accredited college or university in the Social or Behavioral Sciences or a related field.

6.3.7.2.2 A minimum of two (2) years administrative experience in the fields of health or social services, including case management.

6.3.7.2.3 The individual must possess and have demonstrated experience in the following:

- 6.3.7.2.3.1 Ability to speak/read/understand English fluently;
- 6.3.7.2.3.2 Ability and experience to provide guidance on decisions requiring judgment, assistance with problem situations, and approval of Care Plans and discharge;
- 6.3.7.2.3.3 Ability and experience in explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;
- 6.3.7.2.3.4 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;
- 6.3.7.2.3.5 Ability and experience evaluating the performance of the Project Manager, (if applicable), and Case Manager (or as to only the Case Manager where there is no Project Manager) based on established criteria;
- 6.3.7.2.3.6 Ability and expertise in the provision of SSP Client Services;
- 6.3.7.2.3.7 Ability and experience in supporting the needs of Clients with Alzheimer's disease and related-dementia (see Appendix A (Sample Subaward), Exhibit P (Definitions)), if Alzheimer's Day Care Services are being provided.

6.3.8 PROJECT MANAGER

- 6.3.8.1 Responsibilities: Under the direction of the Project Director, the Project Manager is responsible for planning, coordinating, organizing, and developing the

principles and techniques related to the SSP. The position's primary responsibilities include: (a) ongoing supervision of SSP Services staff, including ensuring that all SSP Services are delivered appropriately, effective, and within the established time frames; (b) review and approval of all Client Care Plans; and (c) monitoring of Client outcomes.

The Project Manager shall review ongoing cases with Case Managers at least quarterly to determine the need for ongoing SSP Services.

6.3.8.2 The Project Manager may also serve as the Project Director if all qualifications for the Project Manager are met. The Project Manager should be capable of, and able to take on the responsibilities of, the Case Manager(s) in their absence, should the need present itself.

6.3.8.3 The Project Manager, or their designee, shall be available to Clients, potential Clients, referral sources, as well as County, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding County recognized holidays, to oversee all the daily activities. If Subrecipient chooses not to have a Project Manager, the Project Director shall perform all the duties listed above.

6.3.8.4 Minimum Education, Experience and Qualifications:

6.3.8.4.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.

6.3.8.4.2 A minimum of two (2) years' experience in social service case management or a related field; persons with a Master's degree from an accredited university in the Social or Behavioral Sciences or a related field may substitute one (1) year of experience required.

6.3.8.4.3 The individual must demonstrate the ability to speak/read/understand English fluently;

6.3.8.4.4 Ability and experience providing

guidance on decisions requiring judgment, assistance with problem situations, and approval of Care Plans and discharge;

- 6.3.8.4.5 Ability and experience explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;
- 6.3.8.4.6 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;
- 6.3.8.4.7 Ability and experience evaluating the performance of Case Manager based on established criteria; and
- 6.3.8.4.8 Expertise in the provision of SSP Client Services.
- 6.3.8.4.9 Ability and experience in supporting the needs of Clients with Alzheimer's disease and related dementia (see Appendix A (Sample Subaward), Exhibit P (Definitions)), if Alzheimer's Day Care Services are being provided.

6.3.9 CASE MANAGER

- 6.3.9.1 Under the supervision of the Project Manager (if applicable), or Project Director, a Case Manager shall evaluate Clients to assess their needs by identifying the functional and/or other limitations that impede routine duties (include the physical, psychological, and social needs of Clients), responsibilities, and productivity; developing Care Plans, and to arrange, coordinate monitor and reassess the provision of available Services based on needs of the Client.
- 6.3.9.2 Each full-time equivalent Case Manager shall be assigned a minimum of forty (40) to no more than fifty (50) active Clients cases at a time (client caseload ration is 50:1) Example: For a minimum caseload of 100 clients, two full-time equivalent (FTE) professionals must be on staff. A caseload range of +/-

10 percent based on the 50:1 ratio is allowed. However, the client caseload shall not fall below 90% minimum of clients set by County.

6.3.9.3 Minimum Education, Experience and Qualifications:

6.3.9.3.1 Bachelor's degree from an accredited college or university in the Social or Behavioral Sciences or a related field.

6.3.9.3.2 A minimum of two (2) years full-time paid or volunteer experience in social services or a related social services field; may substitute one (1) year of education in the Social or Behavioral Sciences, or a related field, beyond a Bachelor's degree for each year of experience required.

6.3.9.3.3 The individual must demonstrate the following:

6.3.9.3.3.1 Ability to speak/read/understand English fluently;

6.3.9.3.3.2 Ability and experience communicating effectively with Clients, family members, Subrecipients, and co-workers;

6.3.9.3.3.3 Ability and experience treating Clients, family members, Subrecipients, and co-workers with respect and dignity.

6.3.9.3.3.4 Knowledge of human behavior and the aging process;

6.3.9.3.3.5 Knowledge of community resources and available funding sources;

6.3.9.3.3.6 Knowledge of the quality of Services recommended;

6.3.9.3.3.7 Knowledge of social and health intervention techniques; and

6.3.9.3.3.8 Ability and experience in supporting the needs of SSP Clients with Alzheimer's disease and related dementia (see Appendix A (Sample Subaward), Exhibit P (Definitions)), if Alzheimer's Day Care Services are being provided.

6.3.9.4 The following are the responsibilities of the Care Manager:

6.3.9.4.1 The Care Manager must conduct Client Intake/Screening and Assessment responsibilities, evaluate the Client to assess their needs, develop a Care Plan, coordinate and arrange the provision of Program Services, and conduct Reassessment to assure the Client's needs are being met since the previous assessment.

6.3.9.4.2 The Case Manager shall ensure that the following County forms are completed for each Client who receives Services: Attachment 3 (Universal Intake Form (UIF)); and, Attachment 9 (Case Management Forms).

6.3.9.4.3 Care Manager shall prepare a formal, written Care Plan with measurable outcomes in order to accomplish the Program's intent for each Client.

6.3.9.4.4 After the Client is situated in the home, the Care Manager must conduct a Reassessment consistent with Section 10 of this Statement of Work, to determine any additional needs of the Client.

6.3.9.4.5 For Clients who are exiting a care facility (see Appendix A (Sample Subaward), Exhibit P (Definitions) for Residential Care Facility), the Care Manager shall

coordinate with the care facility discharge planner to conduct an Initial Assessment and assess the Client for SSP eligibility. Subrecipient shall conduct a Reassessment to determine the needs of the Client upon Client's return to the home setting.

6.3.10 NURSE

6.3.10.1 Subrecipient staff must include a Nurse if Subrecipient coordinates with an Adult Day Care or Adult Day Health Care Center (see Appendix A (Sample Subaward), Exhibit P (Definitions)) to provide medication management for Clients receiving Alzheimer's Day Care Services (see Appendix A (Sample Subaward), Exhibit P (Definitions)).

6.3.10.2 Responsibilities: Shall provide medication management as needed for those Clients receiving Alzheimer's Day Care Services. Subrecipient may choose to have the Nurse provide in-service training for Subrecipient staff concerning Alzheimer's disease and dementia related disorders with neurological and organic brain dysfunctions; health, and medical information.

6.3.10.3 Minimum Education, Experience and Qualifications:

6.3.10.3.1 Bachelor of Science in Nursing, and/or Associate Degree in Nursing, with completion of a state of California approved training program, and licensed to work in California in one of the following capacities: Licensed Vocational Nurse (LVN); Licensed Practical Nurse (LPN); Registered Nurse (RN); Public Health Nurse (PHN); Community Health Nurse (CHN); or Physician's Assistant (PA).

6.3.10.3.2 Nurse shall be on staff, on call, or available for immediate consultation.

6.3.10.3.3 Medication Management may also be

provided by a healthcare paraprofessional, supervised by a licensed healthcare professional, (see Subsection 5.5.2.1). A healthcare paraprofessional may include, but is not limited to, one of the following: Home Health Aide; Certified Nursing Assistant; Nursing Aide.

6.3.10.3.4 The individual must demonstrate the following:

6.3.10.3.4.1 Ability to speak/read/understand English fluently;

6.3.10.3.4.2 Ability and experience communicating effectively with Clients receiving Alzheimer's Day Care Services and their family members, Subrecipients, and co-workers;

6.3.10.3.4.3 Ability and experience treating Clients receiving Alzheimer's Day Care Services and their family members, Subrecipients, and co-workers with respect and dignity;

6.3.10.3.4.4 Knowledge of human behavior and the aging process;

6.3.10.3.4.5 Knowledge of community resources and available funding sources;

6.3.10.3.4.6 Knowledge of the quality of Services recommended; and

6.3.10.3.4.7 Knowledge of social and health intervention

techniques.

6.3.11 USE OF VOLUNTEER SERVICES

6.3.11.1 Volunteers may be recruited, trained and used by Subrecipient to expand the provision of SSP Services. Volunteers must be appropriately qualified for the responsibilities Subrecipient intends to assign them prior to beginning those responsibilities. Volunteers shall be solely the responsibility of the Subrecipient, and shall report to the Project Manager or Project Director (if applicable), or another employee of Subrecipient as designated by the Project Manager or Project Director (if applicable). If possible, Subrecipient shall work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out federal service programs administered by the Corporation for National and Community Service), in a community service setting.

6.4 IDENTIFICATION BADGES

6.4.1 Subrecipient shall ensure their employees are appropriately identified as set forth in Appendix A (Sample Subaward), Subparagraph 7.3 (Subrecipient's Staff Identification).

6.5 MATERIALS AND EQUIPMENT

6.5.1 The purchase of all materials/equipment to provide the needed Services is the responsibility of Subrecipient. Subrecipient shall obtain written approval by County prior to purchase. Subrecipient shall use materials and equipment that are safe for the environment and safe for use by the employee.

6.5.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment, if applicable. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to Occupational Safety and Health Administration (OSHA) standards.

6.6 TRAINING

6.6.1 Subrecipient is responsible for ensuring its staff, including both employees and volunteers, both existing and new, are properly trained in all areas related to providing Services for the SSP.

Staff must be qualified, sufficient in number to deliver the Service(s) adequately, and capable of establishing effective communication with the participants as well as other AAA network Subrecipient.

- 6.6.2 Subrecipient shall develop and implement an internal staff training policy, including orientation to all new staff (which shall include employees and volunteers). The internal staff training policy shall include ongoing training in all areas related to providing Services for the SSP.
- 6.6.3 Subrecipient's Project Manager shall ensure that all appropriate Subrecipient employees and volunteers attend all training sessions as required by County, held at a County facility or another site, as determined by County for Subrecipient's benefit. Further, Subrecipient shall ensure that, at a minimum, a Subrecipient's designated, paid employee represents Subrecipient at each training session. Subrecipient may also attend training opportunities outside of Los Angeles County at Subrecipient's own expense that Subrecipient reasonably deems to be beneficial for the delivery of SSP. Failure to attend mandated trainings shall be considered non-compliance with this Subaward and may result in further action pursuant to Appendix A (Sample Subaward), Subparagraph 9.12 (Probation and Suspension) and any other applicable Subaward provisions.
- 6.6.4 Subrecipient shall attend all mandated trainings called by County, or authorized designee. Subrecipient shall be given advance notice of all scheduled trainings with County. Failure to attend mandated trainings shall be considered non-compliant with this Subaward, and may result in further action pursuant to Appendix A (Sample Subaward), Subparagraph 9.12 (Probation and Suspension), and any other applicable Subaward provisions.
- 6.6.5 Subrecipient staff is also required to regularly attend trainings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by AAA and held at a County facility or another site, as determined by County. Subrecipient may also choose to attend educational training opportunities outside of Los Angeles County at Subrecipient's own expense that Subrecipient

reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services, as well as other trainings designated by the AAA.

6.6.6 Security Awareness Training

6.6.6.1 Subrecipient shall ensure that Staff who handle confidential, sensitive, or personal identifying information relating to TLAP complete the Security Awareness Training module, which is available online at www.aging.ca.gov, within thirty (30) days of the start date of this Subaward or within thirty (30) days of the start date of any new Staff who work under this Subaward.

6.6.6.2 Subrecipient shall maintain certificates of completion for the Security Awareness Training on file and shall provide them upon request by County or State representatives.

6.7 SUBRECIPIENT'S OFFICE

6.7.1 Subrecipient shall maintain a physical office in Los Angeles County with a telephone in the company's name where Subrecipient conducts business. The office shall be open for a minimum eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday and shall be staffed by at least one (1) employee who can respond to inquiries and complaints which may be received about Subrecipient's performance of the Subaward. When the office is closed during non-business hours, an answering service shall be provided to receive calls. Subrecipient shall answer calls received by the answering service within forty-eight (48) business hours of receipt of the call. Subrecipient shall always have a staff member with the authority to act on behalf of Subrecipient available during work hours.

6.7.2 Subrecipient shall publicly display at all Subrecipient office locations/sites the days and hours of operation for the provision of Services.

6.7.3 Subrecipient shall ensure that availability of Services is appropriate for the demographics associated with the Service area (site or office location).

- 6.7.4 Subrecipient shall ensure that all site locations, buildings, and surrounding areas are maintained in a manner consistent with applicable local, State, and Federal occupational safety and sanitation laws and regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, and filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical locations shall be acceptable and accessible to the public. Subrecipient shall comply with the Americans with Disabilities Act of 1990, as amended.
- 6.7.5 Subrecipient shall ensure that all site locations are maintained to prevent the entrance and harborage of animals, birds, and vermin, including, but not limited to, rodents and insects.
- 6.7.6 Subrecipient shall observe all applicable local, State, and Federal health and safety standards. Subrecipient shall ensure that all Clients and Subrecipient employees and Volunteers in a position not covered under the Occupational Safety and Health Act of 1970, as amended (29 USC Section 651 et seq.), and/or the California Occupational Safety and Health Act as amendment (California Labor Code Section 6300 et Seq.), are not required or permitted to work, be trained, or receive Services under working conditions that are unsanitary, hazardous or otherwise detrimental to a person's health or safety.

7.0 HOURS/DAYS OF WORK

- 7.1 Subrecipient's staff shall be available to all Clients, potential Clients, referral sources, as well as County on a minimum five (5) days per week basis (Monday through Friday), eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m., (not including County recognized holidays). A list of County recognized holidays is provided in Attachment 4 (County Recognized Holidays).
- 7.2 Subrecipient's SSP sites shall be closed on County recognized holidays. Prior approval must be obtained in writing if there is a deviation from the traditional Monday through Friday schedule of Services, days or times.
- 7.3 Subrecipient is to provide County advance written notice and request prior approval from County in writing for any site closure or disruption of Services for any non-County recognized holidays (i.e., vacations, city shut-downs or religious holidays). This notice is to state the date and reason for the closure and to provide an action plan to ensure that delivery of Services is

not disrupted. An action plan must be approved by County prior to implementation.

- 7.4 Subrecipient's staff shall provide personal telephone contact information to Clients, potential Clients, and County during Subrecipient's hours of operation. Subrecipient shall also ensure that each office location has a telephone answering machine or voice mail system in place during off-business hours. Subrecipient's staff shall check and respond to all messages in a timely manner **but not to exceed forty-eight (48) business hours within receipt of the call.**

8.0 WORK SCHEDULES

- 8.1 Subrecipient shall submit for review and approval a work schedule for each facility to County's Program Manager within fourteen (14) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going specific tasks and task frequencies.
- 8.2 Subrecipient shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to County's Program Manager for review and approval within fourteen (14) working days prior to scheduled time for work.
- 8.3 County may request, at its sole discretion, a deviation of regular work schedule to address site/task demands.

9.0 UNSCHEDULED WORK

- 9.1 County's Program Manager or his designee may authorize Subrecipient to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as vandalism, acts of nature, and third party negligence; or to add to, modify or refurbish existing facilities. In the event of an emergency, County may request at its sole discretion, that Subrecipient provide Services beyond regular hours of operation.
- 9.2 Prior to performing any unscheduled work, Subrecipient shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds Subrecipient's estimate, County's Program Manager his designee must approve the excess cost for County facilities and/or equipment. In any case, no unscheduled work shall commence without written authorization.
- 9.3 When a condition exists wherein there is imminent danger of injury to the public or damage to property, Subrecipient shall contact County's Contract Manager for approval before beginning the work. A written estimate shall

be sent within twenty-four (24) hours for approval. Subrecipient shall submit an invoice to County's Subaward Manager within five (5) working days after completion of the work.

9.4 All unscheduled work shall commence on the established specified date. Subrecipient shall proceed diligently to complete said work within the time allotted.

9.5 County reserves the right to perform unscheduled work itself or assign the work to another Subrecipient.

10.0 SPECIFIC WORK REQUIREMENTS

10.1 The specific Work requirements outlined herein establish the standards for the provision of SSP Services.

10.2 Subrecipient shall provide each Service to assist Clients address functional limitations, promote socialization, continued health and independence, and protect elder rights. These services enable older adult to maintain the highest possible levels of function, participation, and dignity in the community.

10.3 Administrative Community Living (ACL) established criteria for defining OAA evidence-based programs. Evidence-based programs are based on research and have proven outcomes demonstrated to improve the lives of elderly individuals promoting health, quality of life and the ability to live independently in their homes and communities. The ACL encourages the integration of evidence-based approaches into the Older Americans Act programs and services.

10.4 The U.S. Department of Health and Human Services (HHS) Administration on Aging for Los Angeles County AAA Subrecipients is required to demonstrate that direct services provided with OAA funding are effective. Direct Service Programs provided are required to develop outcome measures that prove effectiveness. Contractors must design outcomes that demonstrate effectiveness in each program based on outcome measures, research studies, and quantitative and qualitative data studies so that data can be evaluated and studied by a University to be considered an evidence-based program within the AAA.

10.5 Subrecipient may serve Clients who are currently enrolled under the In-Home Supportive Services (IHSS) (see Appendix A (Sample Subaward), Exhibit P (Definitions)). However, while SSP Services cannot be used in place of IHSS. SSP can be used to supplement beyond the hours provided by IHSS.

10.6 Subrecipient may serve Clients who are currently enrolled under County and

OAA funded services such as Title III-E Family Caregiver Support Service Program (FCSP), Title III-C2 Home Delivered Meals Programs, Linkages Programs, etc. However, SSP Services cannot be reimbursed to provide same services. Further, every reasonable effort must be made to avoid duplication of care management services with other local providers such as Departments of Developmental Services, Mental Health, or Rehabilitation.

10.7 Subrecipient shall employ a mechanism to ensure that a Client's record is accessible only to those assigned a password by County's Management Information System (MIS). Subrecipient shall implement County approved policies and procedures to include safeguards for confidentiality and unauthorized access, authentication by electronic signature keys, and systems maintenance. Specifically, for electronic signatures, Subrecipient's system must:

- 10.7.1 Identify the signatory individual, including the date and time when the signature was executed, and the meaning associated with the signature (e.g., review, approval, responsibility, authorship, and authentication);
- 10.7.2 Assure the integrity of a document's content, including any actions taken to create, modify, or strike out an electronic entry; and
- 10.7.3 Provide for non-repudiation (e.g., strong and substantial evidence that will make it difficult to claim that the electronic representation is not valid).

10.8 Subrecipient must enter the Units of Service delivered to Clients into County's MIS. The Unit of Service is the representation of the amount of services provided to a Client, while the Unit of Measurement is a representation of how each unit is measured. County has established a fixed reimbursement rate for each Unit of Service provided by the Subrecipient; this forms the basis upon which payment is made to Subrecipient. Programs Services, its respective Unit of Measurements, and maximum Unit Rates are summarized in Subsection 10.8 (Program Services, Unit of Measurements, and Maximum Unit Rate Summary Chart).

10.8.1 Subrecipient shall complete direct data entry into the MIS billing system within ten (10) days of Service Delivery. Back-dating of data is not permitted. In completing data entry into the MIS, the following applies:

- 10.8.1.1 Client Assessments and Reassessments shall be entered into MIS within fourteen (14) days of their

completion according to CDA guidelines.

- 10.8.1.2 Subrecipient shall ensure that all SSP service deliveries are recorded in MIS by individual consumer, not by consumer group(s).

10.9 ELIGIBILITY CRITERIA

- 10.9.1 The U.S. Department of Health and Human Services Administration on Aging (AoA) determines the criteria for SSP eligibility, and is based on the current guidelines of the Older Americans Act of 1965, as reauthorized in April 2016. The base criteria may be enhanced based on California State regulations and Los Angeles County (County) policies. Unless otherwise expressly indicated in this Contract or by Federal, State, or local law, Subrecipient shall only provide SSP Services to eligible individuals.
- 10.9.2 Under the guidelines of the SSP, a person is eligible to be a Client if he/she is an Older Individual (see Appendix A (Sample Subaward), Exhibit P (Definitions)), defined as an Individual who is 60 years of age or older in Title I Section 102(a)(40) of the OAA.
- 10.9.3 The Older Individual is not currently receiving duplicative care or case management services (see Appendix A (Sample Subaward), Exhibit P (Definitions)).
- 10.9.4 The Older Individual must also reside in Los Angeles County, excluding the City of Los Angeles.
- 10.9.5 The Older Individual have a need for case management and be willing to participate in the Program.
- 10.9.6 **Priority of Services:** Clients who are frail as defined below, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of Services, as cited in the Code of Federal Regulations, Title 45, Subpart D § 1321.69.
 - 10.9.6.1 “Frail” (see Appendix A (Sample Subaward), Exhibit P (Definitions)) Older Individuals, as defined in OAA, Title I, Section 102(22), refers to an Older Individual who is determined to be functionally impaired because the Older Individual is either:

10.9.6.1.1 Unable to perform at least two Activities of Daily Living (ADL) as stated in California Health and Safety Code 1569.2 (h) (also see Appendix A (Sample Subaward), Exhibit P (Definitions)), including dressing, feeding, breathing, toileting, bathing, grooming, transferring and mobility, and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision; or at the option of the State, is unable to perform at least three (3) such activities without such assistance; or

10.9.6.1.2 Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

10.10 The SSP is comprised of six (6) Services: Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry. In-Home Services are grouped into four (4) Service Categories: Homemaker, Personal Care, Respite Care and Alzheimer's day Care Services. All Service Categories and their respective Service Details are outlined below. Subrecipient shall adhere to Services outlined below based on their respected contracted Mandated Program Services (MPS) requirements and ensuring Services continuity as detailed in Section 10.12 and onward of this Section.

10.10.1 CASE MANAGEMENT

10.10.1.1 Assistance in the form of access coordination in circumstances where the Client is experiencing diminished functioning capacities, personal conditions or other characteristics which require formal or informal (i.e., family caregivers) support services (see Appendix A (Sample Subaward), Exhibit P (Definitions)). Activities of case management include such practices as assessing needs, developing Care Plans, authorizing and coordinating optimum package of services, and providing follow-up and reassessment,

as required. Case Management Services shall include completing the Attachment 3 Universal Intake Form and utilizing Attachment 9 SSP Case Management Forms as follows:

10.10.1.1.1 Comprehensive Assessment to gather information on Client's physical, psychological, and social needs that will be used to develop a Care Plan with each Client and other appropriate persons. Assessment shall include the Client functional and other limitations that impede routine duties, responsibilities, productivity and needs. Client's Assessment shall include completed in its entirety which shall include:

10.10.1.1.1.1 Assessments shall include the General Information (Attachment 9 SSP Case Management Forms SSP-CMP3 and SSP-CMP4) and the Universal Intake Form (Attachment 3 Universal Intake Form (UIF)).

10.10.1.1.1.2 The UIF shall be completed and entered into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information)), and also Appendix A (Sample Subaward), Exhibit P (Definitions)) within fourteen (14) days of Subrecipient's initial contact with Client and prior to the Service delivery.

10.10.1.1.2 Care Plan a formal, written plan of care

with measurable outcomes. The Care Plan serves as an agreement between Client and Care Manager, addresses the Client's needs and problems presented, and incorporates the goals and services/intervention that are needed to enhance the current support system.

10.10.1.1.2.1 The Care Plan (see Attachment 9 (Case Management Forms SSP-CMF5 Care Plan) must be completed within two weeks after the date of the assessment.

10.10.1.1.2.2 The original Care Plan and any revisions to it must be approved by the Client or their responsible other (see Appendix A (Sample Subaward), Exhibit P (Definitions)). The Care Plan format is provider-specific, but must clearly identify: (1) problem areas which illustrate the need for care management; (2) appropriate interventions/services to be arranged; and (3) desired outcomes. The format should allow for on-going updating and indicate status of the problems.

10.10.1.1.2.3 The Care Plan shall address and include:

10.10.1.1.2.3.1.1 Client needs and incorporate formal and informal resources and services identified in

the assessment.

10.10.1.1.2.3.1.2 Identify problems, including functional and other limitations that impede routine duties as detailed in the UIF.

10.10.1.1.2.3.1.3 Identify goals and intervention plan to resolve Client needs and problems.

10.10.1.1.2.3.1.4 Must be developed by the Care Manager, co-signed by the Project Director/Project Manager, and placed within the Client's record within five (5) working days after the date of the in-home assessment.

10.10.1.1.3 During the implementation phase, the Care Manager continually assesses through Follow-up Actions/Progress notes as detailed in Section 10.7.1.3 and evaluates the necessity and appropriateness of the services. This process continues until the next formal reassessment takes place and the cycle renews itself.

10.10.1.2 Authorization and Coordination/Arrange of Services provided to Client through Subrecipient's referral to service agencies and other local resources at no cost to SSP (see Attachment 9 (Case Management Forms SSP-CMF6 Arrange Service). Identifying and

arranging for coordinated delivery of services, by collaborating with other agencies and service providers to reduce fragmentation and duplication of services, and ensure a unified plan of care. The client shall receive a follow-up contact within five (5) working days after services have been authorized or arranged, to ensure that the services were received, meet the intended need, and are acceptable to the client.

10.10.1.3 Follow-Up actions and Progress Notes with 100% of ongoing Clients via telephone once every three (3) months (on a quarterly basis) during the Fiscal Year to ensure the effectiveness of the Services specified in the Care Plan and to modify those Services as needed. The frequency of the Follow-up shall not exceed once every month during the fiscal year for all Priority Services to High Nutritional Risk and “Frail” Clients as defined in section 6.8.6 of this Subaward. Progress notes (Attachment 9 Case Management Forms SSP-CMF7 Progress Notes) are the ongoing chronology of the client’s record. They should address the provision of services as planned or arranged; whether services continue to be necessary and appropriate and are being delivered as anticipated. Follow-up and chronological Progress Notes shall include the following documentations:

- 10.10.1.3.1 The date (in chronological order), mode, Care Plan alignment, and the actual time/duration of staff contact with the client (whether the contact was a home visit, telephone call, etc. will be specified);
- 10.10.1.3.2 A record of all events which affect the client (e.g., hospitalization, collateral contacts with other agencies, etc.);
- 10.10.1.3.3 Evaluative comments on services delivered;
- 10.10.1.3.4 A reflection of the relationship between identified problems and services delivered or not delivered.

10.10.1.3.5 Progress notes should also include any significant information regarding the client's relationship with family, community, or any other information which would impact on the established goals for the Client. All entries must be dated and signed with professional initials.

10.10.1.3.6 Must be reviewed and approved by the Project Director or Project Manager

10.10.1.3.7 It is the responsibility of the Project Director or the Project Manager to ensure that contacts are made more frequently than quarterly to a client whose condition (as define above in Section 6.8.6 Priorities of Services) requires closer supervision. This determination may be made during the care planning session and the care manager shall present a monitoring schedule that is approved by the director or supervisor.

10.10.1.4 Face to face Reassessment and revision of the status of the Clients every six (6) months with 100% of ongoing Clients receiving registered services (see Attachment 9 (Case Management Forms SSP-CMF8 Reassessment Summary)).

10.10.1.4.1 A new UIF (Attachment 3 UIF) Section 5 and 6 Nutrition Risk and ADL/IADL Risk Factors shall be completed for each Client if no changes occurred in the UIF Section 1-4.

10.10.1.4.2 Reassessment shall be completed in the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information)) and Appendix A (Sample Subaward), Exhibit P (Definitions)).

10.10.1.5 Unit of Measurement: one (1) hour.

10.10.1.6 Maximum Rate of Reimbursement: \$46.00/hour for all components of Case Management which shall be billed as one Service.

10.10.1.6.1 Hours shall be tracked by the actual time Services were provided directly to the Client and are NOT:

10.10.1.6.1.1 Rounded to the next whole hour. Actual time shall be determined by the decimal value for a portion of an hour, the actual minutes of Service shall be divided by sixty minutes. As an example, 30 minutes would be reflected in the MIS as .5 units. (30/60=.5);

10.10.1.6.1.2 Including traveling time to and from the client's home; and

10.10.1.6.1.3 Not leaving call back messages nor other services not specific to the roles and responsibilities of a Case Manager as described in Section 6.3.9 and 10.7.1 above.

10.10.2 HOMEMAKER

10.10.2.1 The provision of assistance to a Client via meal preparation, using the phone, shopping for personal and household items, managing money, and/or light housework by an employee or Subrecipient, if applicable, of Subrecipient (see Appendix A (Sample Subaward), Exhibit P (Definitions)) contracted to deliver SSP Services, who has the appropriate and necessary skills to provide Homemaker Services. This Service is for the purpose of household support and applies to the performance of household tasks rather than to care for the Client.

10.10.2.2 In providing Homemaker Services, Subrecipient shall utilize County's UIF (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and input the information into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information))). A new form shall be used for each Client each year a Client participates in the Program.

10.10.2.3 Unit of Measurement: one (1) hour.

10.10.2.4 Maximum Rate of Reimbursement: \$22.00/hour.

10.10.2.4.1 Hours shall be tracked by the actual time Services were provided, and not rounded to the next whole hour.

10.10.2.4.2 To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by 60 minutes. As an example, 30 minutes would be reflected in the MIS as .5 units. ($30/60=.5$).

10.10.3 PERSONAL CARE

10.10.3.1 Hands on assistance to a Client with physical needs to include stand-by assistance, supervision, or cues for a Client, as with eating, bathing, toileting, transferring in or out of a bed or chair, walking, dressing, or grooming by an employee or third tier sub-Subrecipient, if applicable, of Provider contracted to deliver SSP Services, who has the appropriate and necessary skills to provide Personal Care.

10.10.3.2 In providing Personal Care Services, Subrecipient shall utilize County's UIF (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and input the information into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information))). A new form shall be used for each Client each year a Client participates in the Program.

10.10.3.3 Unit of Measurement: one (1) hour.

10.10.3.4 Maximum Rate of Reimbursement: \$23.00/hour.

10.10.3.4.1 Hours shall be tracked by the actual time Services were provided, and not rounded to the next whole hour.

10.10.3.4.2 To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by 60 minutes. As an example, 30 minutes would be reflected in the MIS as .5 units. (30/60=.5).

10.10.4 RESPITE CARE

10.10.4.1 Arrangement for relief assistance Services to the relatives or other caregivers of a frail elderly Client living at home by the coordination or direct provision of Supportive Services to a Client while the primary caregiver is temporarily absent.

10.10.4.2 Respite Care includes Adult Day Care as a respite service for families (see Appendix A (Sample Subaward), Exhibit P (Definitions)).

10.10.4.3 A Caregiver (see Appendix A (Sample Subaward), Exhibit P (Definitions)) is defined in Title I, Section 102(18)(B) of the OAA as an individual who has the responsibility for the care of an Older Individual (see Appendix A (Sample Subaward), Exhibit P (Definitions)), either voluntarily, by contract, by receipt of payment for care, or as a result of the operation of law and means a family member or other individual who provides (on behalf of such individual or of a public or private agency, organization, or institution) compensated or uncompensated care to an Older Individual.

10.10.4.4 Subrecipient shall evaluate a Client's needs and coordinate Services to be provided by Subrecipient's designated personnel and/or sub-Subrecipient(s), provided that Subrecipient has been authorized by County to subcontract as referenced in Appendix A (Sample Subaward), Subparagraph 8.40 (Lower Tier Subaward). Subrecipient shall conduct background

checks with fingerprinting and ensure that all Respite Care workers are appropriately trained, and experienced, certified, and/or licensed as determined by the needs of the Client.

10.10.4.5 In providing Respite Services, Subrecipient shall utilize County's UIF (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and input the information into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information))). A new UIF shall be used for each Client each year a Client participates in the Program.

10.10.4.6 Unit of Measurement: one (1) hour.

10.10.4.7 Maximum Rate of Reimbursement: \$17.00/hour.

10.10.4.7.1 Hours shall be tracked by actual time Services were provided, and not rounded to the next whole hour.

10.10.4.7.2 To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by 60 minutes. As an example, 30 minutes would be reflected in the MIS as .5 units. ($30/60=.5$).

10.10.5 ALZHEIMER'S DAY CARE SERVICES

10.10.5.1 Days (see Appendix A (Sample Subaward), Exhibit P (Definitions)) of attendance at a licensed Adult Day Care or Adult Day Health Care Center (see Appendix A (Sample Subaward), Exhibit P (Definitions)) that provides Alzheimer's or dementia services for Clients who are exhibiting signs of cognitive impairment (e.g. forgetfulness, confusion, disorientation) (see Appendix A (Sample Subaward), Exhibit P (Definitions)).

10.10.5.2 Subrecipient shall ensure that the program Services meet the special care needs of the Client eligible for this Service category, and are provided by employees or third tier Subrecipients, if applicable, of the licensed Adult Day Care or Adult Day Health Care Center

having the appropriate and necessary skills to perform this Service, including, but not limited to:

- 10.10.5.2.1 A written individual Care Plan by the Case Manager conducting assessment.
- 10.10.5.2.2 Dementia-appropriate planned activities related to social, cognitive, and physical functioning.
- 10.10.5.2.3 Staff observation of Clients for daily signs of illness, changes in behavior, or other conditions.
- 10.10.5.2.4 Personal assistance and care for Clients as it relates to grooming, food spills on clothing, disarray of clothing, minor injuries, nail care, or other personal maintenance, when appropriate.
- 10.10.5.2.5 Toileting assistance to Clients who do not initiate their own toilet breaks.
- 10.10.5.2.6 Providing or arranging for a nutritious meal for Clients.
- 10.10.5.2.7 Transportation of Clients via transportation programs if an agreement is entered into with transportation agencies.
- 10.10.5.2.8 Medication management (see Appendix A (Sample Subaward), Exhibit P (Definitions)) if Subrecipient decides to take on this task. The decision on whether to manage medication shall be made before the Program admits Clients. If Subrecipient elects to provide this Service, a Nurse, licensed by the state of California, or a paraprofessional supervised by a licensed nurse or comparable health care provider (see Subsection 5.5 (Nurse)), shall manage and monitor the correct medication dosages, and record all such assistance rendered in compliance with all

applicable federal and State requirements.

10.10.5.3 Subrecipient shall ensure that sites operating in Adult Day Programs, Alzheimer's Day Care Services and Elderly Housing Facilities does not receive funds from another source (i.e., Medi-Cal, private payment fees in the form of a flat/bundled rate, etc.) for the cost of the same Services.

10.10.5.4 In providing Alzheimer's Day Care Services, Subrecipient shall utilize County's UIF (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and input the information into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information))). A new UIF shall be used for each Client each year a Client participates in the Program.

10.10.5.4.1 Unit of Measurement: one day of attendance = a minimum of four (4) hours.

10.10.5.4.2 Maximum Rate of Reimbursement: \$76.00/Day.

10.10.6 REGISTRY

10.10.6.1 Recruit, screen, and maintain a listing of dependable, qualified self-employed homemakers or Registry workers who may be matched with Clients willing to utilize personal resources to hire and pay a self-employed homemaker or Registry worker for assistance with the Client's needs. Both the Client and potential self-employed homemaker or Registry worker shall be advised about appropriate compensation and workplace performance expectations upon hire by the Client. Subrecipient shall maintain documentation signed by the Client to include the date of the recruitment/match. Subrecipient shall provide follow-up with both parties via a telephone call on a quarterly basis to ensure the match is functioning effectively.

10.10.6.2 Subrecipient shall conduct background checks with fingerprinting, and shall also ensure that all Registry

workers are appropriately trained, experienced, certified, and/or licensed as determined by the needs of the Client.

10.10.6.3 In providing Registry Services, Subrecipient shall utilize County's UIF (see Appendix A (Sample Subaward), Exhibit P (Definitions)), and input the information into the MIS (see Appendix A (Sample Subaward), Subparagraph 9.17.4 (Information Technology Systems - Management Information))). A new UIF shall be used for each Client each year a Client participates in the Program.

10.10.6.4 Unit of Measurement: one (1) hour = (1) occurrence

10.10.6.4.1 (1) Occurrence shall include recruiting, matching, screening and maintaining a listing by a Subrecipient to a Client.

10.10.6.5 Maximum Rate of Reimbursement: \$32.00/hour.

10.10.6.5.1 Hours shall be tracked by actual time Services were provided, and not rounded to the next whole hour.

10.10.6.5.2 To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by 60 minutes. As an example, 30 minutes would be reflected in the MIS as .5 units. (30/60=.5).

10.11 PROGRAM SERVICES, UNIT OF MEASUREMENTS, AND MAXIMUM UNIT RATE SUMMARY CHART

Supportive Services Program Services consist of the following Services. The rates indicated in the chart below reflect the maximum dollar amount that is reimbursable for each Program Service.

Service Category	Unit of Measurement	Max. Unit Rate
Case Management	1 Hour	\$46

Homemaker	1 Hour	\$22
Personal Care	1 Hour	\$23
Respite	1 Hour	\$17
Alzheimer Day Care Services	1 Day of Attendance	\$76/Day Minimum of four (4) hours per day
Registry	1 Hour	\$32

10.11.1 Hours shall be tracked and documented in actual time spent providing the Program Services and not rounded up to the nearest whole number. To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by sixty (60) minutes. As an example, 30 minutes would reflect in the MIS as .5 units ($30/60=.50$). Subrecipient shall maintain a record of the actual time spent and ensure all records are kept in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention, Inspection and Audit Settlement).

10.11.2 Unit rates may be subject to change based on fund availability and Program costs including cost of living adjustment approved by the Board of Supervisors.

10.12 Multipurpose Senior Centers

10.12.1 If Subrecipient operates a Multipurpose Senior Center as defined under Title 42 USC Section 3002(36), Subrecipient must adhere to all applicable Los Angeles County, State of California, and Federal guidelines and regulations, including, but not limited to, Title 22 CCR Sections 7550 – 7562.

10.12.2 If Subrecipient operates a Multipurpose Senior Center, as noted in 10.9.1 above, Subrecipient shall comply with the provisions contained in the following acts:

10.12.2.1 Copeland "Anti-Kickback" Act (18 USCS 874) (29 CFR Part 3)

10.12.2.2 Davis-Bacon Act (40 USC 3141-3142) (29 CFR Part 5)

10.12.2.3 Subaward Work Hours and Safety Standard Act (40 USC 327-332) (29 CFR Part 5).

10.12.2.4 Executive Order 11246 of September 14, 1965, entitled "Equal Employment Opportunity" as amended by Executive Order 11375 of October 13, 1967, as supplemented in the Department of Labor Regulations (41 CFR Part 60).

10.12.3 Subrecipient acknowledges that when an existing facility has been altered with Subaward Funds made available through the Subaward and is used as a Multipurpose Senior Center, the period of time in which such facility must be used as a Multipurpose Senior Center is as follows:

10.12.3.1 Not less than three (3) years from the date this Subaward terminates or expires where the amount of the Subaward or award of Subaward Funds, including the non-federal share, does not exceed thirty thousand dollars (\$30,000).

10.12.3.2 If the amount of award exceeds thirty thousand dollars (\$30,000), the fixed period of time shall not be less than three (3) years from the date the Subaward terminates or expires, and increased one (1) year for each additional ten thousand dollars (\$10,000), or part thereof, to a maximum adjustment factor of seventy-five thousand dollars (\$75,000).

10.12.3.3 For amounts, or award of Subaward Sums, exceeding seventy-five thousand dollars (\$75,000), the fixed period of time shall not be less than ten (10) years from the date the Subaward expires or terminates.

10.13 Collaborations and Outreach

10.13.1 Subrecipient must form collaborations with County and City of Los Angeles Subrecipients providing Services funded through the OAA, including other community organizations in order to ensure comprehensive and coordinated Service delivery and to prevent unnecessary duplication of Services. In sharing information with other agencies, Subrecipient must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.

10.13.1.1 Subrecipient shall establish procedures to protect all Client information consistent with the terms of this Subaward, any amendments thereto and all applicable laws, and shall not disclose Client information without written consent from County and Client.

10.14 Mandatory Coordination and Referrals

10.14.1 Memorandum of Understanding with the Family Caregiver Support Program Service Providers

10.14.1.1 Subrecipient shall enter into a memorandum of understanding (MOU) with the AAA contracted Family Caregiver Support Program (FCSP) local service provider (see Attachment 10 AAA Service Provider Referrals). The MOU will address conflicts of interest of all types, procedures for referral, and other technical assistance.

10.14.1.2 Subrecipient is required to make Client referrals, either in person, by FAX, phone or email, to the Family Caregiver Support Program (FCSP) Subrecipient (identified in the AAA Annual Program Provider list (see Attachment 10 AAA Service Provider Referrals)), for all Clients who have family member or Family Caregiver (see Appendix A (Sample Subaward), Exhibit P (Definitions)) to ensure comprehensive and coordinated Service delivery.

10.14.1.3 Subrecipient is required to make Client referrals, either in person, by FAX, phone or email, to the Dietary Administrative Services (DASS) Program subrecipient, Consulting Nutritional Services (CNS) Subrecipient (identified in the AAA Annual Nutrition Program Provider list or the AAA Annual Program Provider list (see Attachment 10 AAA Service Provider Referrals)), for all Clients who are diabetic or score six (6) and above on the Nutrition Risk Score.

10.14.2 Subrecipient shall develop linkages with other community-based long-term care service providers, particularly those that see Clients at home.

10.14.3 Subrecipient shall develop an outreach plan and actively provide community education and disseminate Program

information to the public on what Services may be available to potential eligible Clients and to the target population. All materials must be presented in a culturally sensitive manner by Subrecipient.

- 10.14.4 Subrecipient shall ensure that information and assistance on Services are provided to all populations including homeless, veterans, and Lesbian-Gay-Bisexual-Transgender (LGBT) individuals by participating in activities such as disseminating information at targeted outreach events, conducting presentations at various facilities, and providing culturally appropriate outreach and assistance to overcome disparities in accessing Services.
- 10.14.5 Outreach may involve efforts aimed at targeted Older Adults or efforts aimed indirectly at Older Adults via other organizations that serve them. Successful outreach efforts may include: distribution of information about services to community members, developing referral sources among providers and community based organizations who work directly with target groups; including representatives of target groups on advisory boards; participating in groups or organizations for vulnerable adults; using culturally appropriate outreach materials; developing additional ways to access services; utilizing media directed to target populations; utilizing bilingual Staff; and other strategies to promote access.
- 10.14.6 While carrying out Services activities and while using resources provided under the OAA, neither Subrecipient nor any of its Staff shall:
 - 10.14.6.1 Participate in any public demonstration, picketing, boycott, or strike, except as permitted by law in connection with Subrecipient's Employee's own employment situation;
 - 10.14.6.2 Encourage, direct, or coerce others to engage in such activities; or
 - 10.14.6.3 At any time engage or encourage others to engage in:
 - 10.14.6.3.1 Any illegal activity; or
 - 10.14.6.3.2 Any intentional identification of programs funded under the OAA or recipient with any political activity.

10.14.7 None of the funds made available under the OAA and this Subaward may be used to pay membership or other dues exceeding \$100 per organization/recipient (i.e., associations, groups or any organization where memberships dues are a prerequisite for participation) per annum to any organization (other than a bar association), a purpose or function of which is to engage in activities prohibited under federal or State law and regulations, unless such dues are not used to engage in activities for which OAA funds cannot be used directly and not prohibited by law

10.15 Voluntary Contributions

- 10.15.1 Subrecipient shall develop and implement a method to enable Clients to voluntarily contribute to the cost of the Program.
- 10.15.2 Subrecipient shall clearly inform each Client that there is no obligation to contribute, and that any contributions they make are strictly voluntary.
- 10.15.3 Subrecipient must have a mechanism in place to ensure that the privacy and confidentiality of each Client is protected whether or not they choose to make a contribution.
- 10.15.4 Subrecipient must establish a procedure for soliciting donations that provides the Client with a confidential method for making donations.
- 10.15.5 Volunteers and/or staff at the sign-in table (if applicable) must be trained on the donation policy, emphasizing the confidential nature of any contributions.
- 10.15.6 Client contributions received may be used for Program Services and shall only be used to supplement, not supplant, Program funds.
- 10.15.7 Subrecipient shall establish written procedures to protect contributions and fees from loss, mishandling, and theft. Such procedures shall be kept on file at Subrecipient's site.
- 10.15.8 Subrecipient shall separate collected contributions from Subaward Sums. All contributions and fees shall be identified as Program Income and used to increase the number of Clients served, facilitate access, and/or provide supportive Services.

- 10.15.9 Contributions earned in excess of the amount reported in the budget may be deferred for use in the first quarter of the next Fiscal Year and must be used to expand baseline Services. Such funds shall be recorded as Program Income (see Appendix A (Sample Subaward), Exhibit P (Definitions)).
- 10.15.10 All records of contributions, written procedures governing solicitation of funds, solicitation materials, or other contribution-related records shall be held pursuant to record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention, Inspection and Audit Settlement).
- 10.15.11 Subrecipient shall ensure that Clients are not required to contribute to the Program when they are requesting or receiving Services. Solicitation of voluntary contributions shall not be coercive. Clients shall not be denied Services based on their inability or unwillingness to contribute.
- 10.15.11.1 The following practices pertaining to voluntary contributions/donations and/or share of costs **are not allowed:**
- 10.15.11.1.1 Requests from Clients to assist in the share of cost to the Program.
- 10.15.11.1.2 Tracking donations by accounts receivable.
- 10.15.11.1.3 Tracking donations by individual Clients.
- 10.15.11.1.4 Pamphlets and websites that suggest or state that payment is required for Services or state a monetary amount for Services.
- 10.15.11.1.5 Employing tactics, in any way, that could be viewed as embarrassing to Clients and/or obligatory requests for donations.
- 10.15.11.1.6 Employing tactics such as allowing volunteers to guard the collection boxes or having Clients sign in and pay before receiving Services.
- 10.15.11.1.7 At the time of the intake interview,

compelling a Client to pledge a particular amount as an agreed upon donation.

10.15.11.1.8 Using coercion to solicit voluntary contributions.

10.15.11.1.9 A donation request resembling a billing statement or invoice.

10.15.11.1.10 Imposing a suggested contribution rate based on Client's income.

10.16 Emergency Preparedness

10.16.1 In the event of extraordinary incidents, unusual occurrences, natural disasters or crime, including but not limited to repairs, modifications, refurbishment, fumigation, or replacement of facility(ies), vandalism, acts of nature and third party negligence, Subrecipient must have an emergency plan in place to ensure that there is no disruption in Service.

10.16.2 Subrecipient must have a written Emergency and Disaster Plan on file describing how Services will be maintained during and following the event of a disaster, or emergency. Emergency and Disaster Plan Basic Requirements (see Attachment 6 (Emergency and Disaster Plan Basic Requirements)) details the minimum requirements of the plan.

10.16.3 The written plan must include the following sections:

10.16.3.1 Emergency and Disaster Plan Mission

10.16.3.2 Business Continuity Plan (BCP)

10.16.3.3 Emergency Response Organization Chart

10.16.3.4 Roster of Critical Local Contacts

10.16.3.5 Communication Plan

10.16.4 The Emergency and Disaster Plan must be made available to employees, volunteers, and Lower Tier Subrecipients for reference before, during, and after the emergency or disaster.

10.16.4.1 Subrecipient's key staff members shall have a copy of the Emergency and Disaster Plan easily accessible at all times.

- 10.16.5 Annually, Subrecipient shall update the Emergency and Disaster Plan and submit it to the designated AAA Emergency Coordinator (see Appendix A (Sample Subaward), Exhibit P (Definitions)).
- 10.16.6 The Emergency and Disaster Plan shall be saved on an encrypted computer storage jump drive for easy access and transportability.
- 10.16.7 Subrecipient must maintain an updated hard copy registry of Clients with contact information for emergency and disaster purposes. Subrecipient shall use the registry to contact Clients to assess if the Client is safe, needs a referral to an evacuation center or other assistance, and has a plan to stay in a safe and healthy environment.
- 10.16.8 Subrecipient shall complete the Site Emergency Resource Survey (see Attachment 7 (Site Emergency Resource Survey)) on an annual basis to help identify and assess potential resources in the community to support the Service population following a large community emergency or disaster.
 - 10.16.8.1 Subrecipient shall complete and submit the Site Emergency Resource Survey on the last business day in September to the designated AAA Emergency Coordinator.
 - 10.16.8.2 Subrecipient shall complete and submit an updated Site Emergency Resource Survey to the designated AAA Emergency Coordinator anytime there is a change in information.
- 10.16.9 Subrecipient shall develop and have on file a written Business Continuity Plan (BCP) that describes how Subrecipient will reduce the adverse impact of any emergency event, as referenced in Subsection 10.5.2, to Clients as determined by both the scope of the event (e.g., who and what it affects, and to what extent), and also its duration (e.g., hours, days, months). Subrecipient shall make the BCP available to its employees, Volunteers, and Lower Tier Subrecipients for reference before, during, and after such emergency event disruption.
- 10.16.10 The BCP must include a system to track emergency expenditures and emphasize the following:

- 10.16.10.1 Back-up systems for data
- 10.16.10.2 Emergency Service Delivery options
- 10.16.10.3 Community resources
- 10.16.10.4 Transportation
- 10.16.11 Subrecipient shall:
 - 10.16.11.1 Designate an Emergency Coordinator (as indicated on Attachment 7 (Site Emergency Resource Survey)) to communicate with the AAA Emergency Coordinator (as listed on Appendix A (Sample Subaward), Exhibit E (County's Administration)) or designee in the event of an emergency or disaster, and ensure that the AAA Emergency Coordinator or designee has current contact information for Subrecipient's Emergency Coordinator.
 - 10.16.11.2 Coordinate emergency plans with respective City Emergency Plans and local Office of Emergency Services (OES).
 - 10.16.11.3 Establish alternate communication systems, such as cell phone or text messaging, in the event that the regular communication system is interrupted.
 - 10.16.11.4 Identify lead and support agencies for emergencies and disasters in the local community so that response efforts are coordinated with the appropriate agency.
 - 10.16.11.5 Maintain a current list of support agencies and Services (in addition to AAA Subrecipients) in local and neighboring communities to provide information and assistance for Clients, their families and representatives, and facility staff.
 - 10.16.11.6 Maintain a current list of agency staff and Volunteers' telephone numbers, e-mail addresses, and emergency contact information.
 - 10.16.11.7 Maintain adequate emergency and disaster supplies on site, including emergency first aid supplies.
 - 10.16.11.8 Ensure that there are adequate staff and resources to execute the emergency and disaster plan in the

event of an emergency or disaster.

10.16.11.9 Maintain a written escape plan and route for Clients receiving on-site Services during an emergency or disaster. The written escape plan and route shall include a diagram that is visibly posted at the site. Facilities must have evacuation procedures to facilitate the safe evaluation of individuals to secure locations.

10.16.11.10 When necessary and practical, use existing cash reserves to temporarily cover emergency and disaster assistance costs for things such as additional food, supplies, extra home-delivered meals, home clean-up and safety, emergency medications, transportation, and other immediate needs which may include:

10.16.11.10.1 Assisting Older Adults, disabled adults, and/or any other persons seeking refuge by linking them with medical or emergency Services, family, friends, and community-based programs such as the Red Cross or the appropriate government agency(ies) that can provide assistance.

10.16.11.10.2 Coordinating Services for Older Individuals and disabled adults who may be bedbound, dependent upon dialysis, or have life-threatening, chronic illnesses that require immediate emergency intervention.

10.16.11.10.3 Assisting in the relocation of homebound, high risk Clients to a safe location, and coordinating and arranging emergency transportation to a predetermined location.

10.17 Communication Procedures with the Area Agency on Aging (AAA)

10.17.1 Subrecipient must provide a status update to the AAA Emergency Coordinator or designee in the event of an emergency or disaster. The standard communication procedures during and after an emergency or disaster are as follows:

- 10.17.1.1 AAA Emergency Coordinator will provide information to Subrecipient and request feedback regarding the impact of the emergency or disaster on Clients, Program operations, facilities, and where feasible, the impact on Older Individuals, their family caregivers, individuals with Disabilities, and any unmet needs in Los Angeles County (via text message, email, telephone, or any other method that is available).
- 10.17.1.2 Subrecipient will provide information to the AAA Emergency Coordinator regarding the impact of the emergency or disaster and any unmet needs resulting from the event as soon as possible (via text message, email, telephone, or any other method that is available).
- 10.17.1.3 Information received by the AAA Emergency Coordinator will be compiled into a report that will be submitted to the Los Angeles County Board of Supervisors and CDA Disaster Preparedness Coordinator.

10.18 Customer Satisfaction Surveys

- 10.18.1 Subrecipient shall conduct ongoing Customer Satisfaction Surveys with Clients and retain all surveys on file and accessible to County for review. The results of the surveys will be used by Subrecipient to make quality improvements in Services provided to all Clients. Subrecipient may be asked by County to comply with and develop other Outcome Measures.
- 10.18.2 Subrecipient shall disseminate the Customer Satisfaction Surveys to all Clients who received SSP during the Fiscal Year.
- 10.18.3 Subrecipient shall collect all Customer Satisfaction Survey responses, tally them during the closeout period, and submit the tallied responses to County Program Manager at the close of each Fiscal Year or as specified by County.

11.0 GREEN INITIATIVES

- 11.1 Subrecipient shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

- 11.1.1 Subrecipient shall purchase products that minimize environmental impacts, toxins, pollution, and hazards to worker and community safety to the greatest extent practicable.
- 11.1.2 Subrecipient shall purchase, to the extent possible, products that include recycled content, are durable and long-lasting, conserve energy and water, use agricultural fibers and residues, reduce greenhouse gas emissions, use unbleached or chlorine free manufacturing processes, and use wood from sustainable harvested forests.
- 11.1.3 Subrecipient shall support strong recycling markets, reduce materials that are put into landfills, and increase the use and availability of environmentally preferable products that protect the environment.
- 11.1.4 To the extent practicable, Subrecipient shall not use cleaning or disinfecting products (i.e. for janitorial Services) that contain carcinogens, mutagens, or teratogens. These include chemicals listed by the U.S. Environmental Protection Agency or the National Institute for Occupational Safety and Health on the Topics Release Inventory and those listed under Proposition 65 by the California Office of Environmental Health Hazard Assessment.

11.2 Subrecipient shall notify County's Program Manager in writing of Subrecipient's new green initiatives seven (7) business days prior to the commencement of this Subaward).

12.0 PERFORMANCE REQUIREMENTS SUMMARY

12.1 All listings of Services used in the Performance Requirements Summary (PRS) chart (see Attachment 1 (Performance Requirements Summary Chart)) are intended to be completely consistent with Appendix A (Sample Subaward) and this Statement of Work, and are not meant in any case to create, extend, revise, or expand any obligation of Subrecipient beyond that defined in Appendix A (Sample Subaward) and this Statement of Work. In any case of apparent inconsistency between Services as stated in Appendix A (Sample Subaward) and this Statement of Work and Attachment 1 (Performance Requirements Summary Chart), the meaning apparent in Appendix A (Sample Subaward) and this Statement of Work will prevail.

12.2 If after requested to review by Subrecipient, County determines any Services seems to be created in the PRS which is not clearly and forthrightly set forth

in Appendix A (Sample Subaward) and this Statement of Work that apparent Service will be null and void and place no requirement on Subrecipient.